

**PHYSICAL THERAPY BOARD OF CALIFORNIA****Consumer Protection Services Program**

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June 16, 2003

Citation No. 02-03-0029

Jenq Hong Chen, PT
1937 Pontius Ave.
Los Angeles, CA 90025

INFORMAL CONFERENCE DECISION

It is the decision of the Executive Officer of the Physical Therapy Board of California (PTBC) to modify Citation Number 02-03-0029. This decision is based on the information obtained during the investigation and documentation submitted after the informal conference. The primary issue you brought up during the informal conference was the lack of responsiveness of the PTBC staff and the significant attempts to contact the PTBC with negative results.

As agreed during the informal conference, review of the documented phone records provided by you was taken into consideration in making this decision. Review of the phone records submitted, it appears five phone calls were made to the PTBC on August 2 & 5, 2003. The other three calls marked to this office at (916) 263-2685 are not PTBC phone numbers.

Also, further review of the applicants documents submitted for review by the PTBC during the course of the application process indicate the PTBC took sixteen days to respond in one case, and twelve days to respond to another. This does not support your contention that part of the reason for your non-compliance was due to a slow response by the PTBC or the PTBC's failure to respond to phone calls.

Therefore, the Citation has been modified to reflect that Cause 2 was withdrawn and the fine modified in the amount of \$750.00. You are ordered to pay the fine of \$750.00 to the Physical Therapy Board of California within 30 days after receipt of this Decision.

If you wish to contest this decision, you must notify the Board by filing the attached "Notice of Appeal - Request for Administrative Hearing" within 10 business days after receipt of this decision.

If notified within the time allotted, the Executive Officer will arrange for a formal hearing before an administrative law judge. The hearing will be conducted in accordance with the provisions of the Administrative Procedure Act (Chapter 5 (commencing with Section 11500) of Part 1 of Division 3 of Title 2 of the Government Code. After the hearing, the Board shall issue the decision, prepared by the administrative law judge, based upon the findings of fact, affirming, modifying, or vacating the Citation, or directing other appropriate relief.

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If you fail to notify the Executive Officer that you intend to contest the decision within the allotted time, the decision shall be deemed a final order and shall not be subject to further administrative review.

If you do not contest this decision, you must evidence abatement and pay any and all fines within 30 days after receipt of this decision.

June 16, 2003
Date

Original Signed By:
STEVEN K. HARTZELL
Executive Officer